

AZNET SLAs and Operations Scorecard - June 2008

Service Level Agreement	Target		SLA	Ticket Metrics			
				Ticket Count	Ticket Time	Average	
CRITICAL SERVICE LEVEL							
Severity Level I (MTTR)	see 1.1		-3.10	1	0.90	0.90	
Severity Level II (MTTR)	see 1.2		-42.02	9	18.91	2.10	
Tier I Availability*	99.999%	99.995%	2	2.12	1.06		
Tier II Availability*	99.99%	99.934%	5	9.92	1.98		
Tier III Availability*	99.9%	99.999%	3	7.76	2.59		
Tier IV Availability*	98%	99.998%	0	0.00	N/A		
Site Chronic Problem	see 1.3		4				
PMO Escalation	see 1.4		0%				
STANDARD SERVICE LEVEL							
Severity Level 3 Tickets Responded to on Time*	100%						
Trouble Tickets Not Reopened	98%		100.00%				
Service Requests Not Ticket Reopened	98%		100.00%				
On-Time Completion of Services*	95%		97.02%				
On-Time Completion of Projects*	95%		TBD				
Time to Dispatch* (Severity 1 & 2)	98%		100%				
SYSTEM SERVICE LEVEL							
	Apr	May	Jun				
Severity Level I	-12.97	-3.75	-3.10				
Severity Level II	-28.04	-40.94	-42.02				
Tier I Availability*	99.995%	100.000%	99.995%				
On-Time Completion of Service*	97.91%	99.10%	97.02%				
On-Time Completion of Projects*	TBD	TBD	TBD				

Operations									
All Trouble Tickets by Type			Count	%	Avg. Time	Sev 1	Sev 2	Sev 3	Notes
Legacy Voice			322	55%					
IPT			36	6%					
Data			154	26%					
Call Center			33	6%					
Security			38	7%					
Total			583	100%					
Volumes		Count	Notes	MAC Resolved			Count		%
Activities Created		2698		Voice Hard MAC			648		49%
Activities Resolved		2098		Call Center Hard MAC			4		0%
% Resolved		78%		Hard MAC Subtotal			652		49%
Requests for Information		Count	Avg. Time	Voice Soft MAC			456		34%
Requests		182		Call Center Soft MAC			0		0%
Total		182		PON Change (BILL)			34		3%
				Security (DRTC, SFWC, SPWR, SVPA, SVPD, SDUD, SDUA, SPRR)			11		1%
				Non Billable (911A,911D,NSOF,PRMN,NHRD)			28		2%
				Soft MAC Subtotal			529		40%
				T&M Labor Voice (LBV1, LBV2, LBV3, LBVQ, VAAL)			26		2%
				T&M Call Center (LBC1, LBC2, LBC3, LBCQ, CSUP, CDEV)			16		1%
AZNET Support Desk ACD Stats		Count	%	T&M Data (LBD1,LBD2,LBD3,LBDQ)			19		1%
Offered		725		T&M Security (LBS1,LBS2,LBS3,LBSQ)			12		1%
Answered		651	90%	Equipment only (EQON)			11		1%
Terminated (voicemail)		56	8%	LVL1			68		5%
Abandon (hang-up)		18	2%	Misc. MAC Subtotal			152		11%
Avg. Time to Answer		17 sec.		Total			1333		100%

- Notes (Sample)
- Delivered Security Report
 - Delivered Inventory Plan
 - Look into MAC allocation for month of August.